- (2) Where the agency communicates with applicants and beneficiaries by telephone, telecommunication devices for deaf persons (TDD's) or equally effective telecommunication systems shall be used.
- (b) The agency shall ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of accessible services, activities, and facilities.
- (c) The agency shall provide signage at a primary entrance to each of its inaccessible facilities, directing users to a location at which they can obtain information about accessible facilities. The international symbol for accessibility shall be used at each primary entrance of an accessible facility.
- (d) This section does not require the agency to take any action that it can demonstrate would result in a fundamental alteration in the nature of a program or activity or in undue financial and administrative burdens. In those circumstances where agency personnel believe that the proposed action would fundamentally alter the program or activity or would result in undue financial and administrative burdens, the agency has the burden of proving that compliance with §219.160 would result in such alteration or burdens. The decision that compliance would result in such alteration or burdens must be made by the agency head or his or her designee after considering all agency resources available for use in the funding and operation of the conducted program or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion. If an action required to comply with this section would result in such an alteration or such burdens, the agency shall take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that, to the maximum extent possible, handicapped persons receive the benefits and services of the program or activity.

# §§ 219.161-219.169 [Reserved]

# §219.170 Compliance procedures.

(a) Except as provided in paragraph (b) of this section, this section applies

- to all allegations of discrimination on the basis of handicap in programs or activities conducted by the agency.
- (b) The agency shall process complaints alleging violations of section 504 with respect to employment according to the procedures established by the Equal Employment Opportunity Commission in 29 CFR part 1613 pursuant to section 501 of the Rehabilitation Act of 1973 (29 U.S.C. 791).
- (c) Director, Office of Equal Opportunity Programs shall be responsible for coordinating implementation of this section. Complaints may be sent to Director, Office of Equal Opportunity Programs, Agency for International Development, International Development Cooperation Agency, Room 1224, SA-1, Washington, DC.
- (d) The agency shall accept and investigate all complete complaints for which it has jurisdiction. All complete complaints must be filed within 180 days of the alleged act of discrimination. The agency may extend this time period for good cause.
- (e) If the agency receives a complaint over which it does not have jurisdiction, it shall promptly notify the complainant and shall make reasonable efforts to refer the complaint to the appropriate government entity.
- (f) The agency shall notify the Architectural and Transportation Barriers Compliance Board upon receipt of any complaint alleging that a building or facility that is subject to the Architectural Barriers Act of 1968, as amended (42 U.S.C. 4151-4157), or section 502 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 792), is not readily accessible to and usable by handicapped persons.
- (g) Within 180 days of the receipt of a complete complaint for which it has jurisdiction, the agency shall notify the complainant of the results of the investigation in a letter containing—
- (1) Findings of fact and conclusions of law;
- (2) A description of a remedy for each violation found;
  - (3) A notice of the right to appeal.
- (h) Appeals of the findings of fact and conclusions of law or remedies must be filed by the complainant within 90 days of receipt from the agency of the letter

### §§ 219.171-219.999

required by §219.170(g). The agency may extend this time for good cause.

- (i) Timely appeals shall be accepted and processed by the head of the agency.
- (j) The head of the agency shall notify the complainant of the results of the appeal within 60 days of the receipt of the request. If the head of the agency determines that additional information is needed from the complainant, he or she shall have 60 days from the date of receipt of the additional information to make his or her determination on the appeal.
- (k) The time limits cited in paragraphs (g) and (j) of this section may be extended with the permission of the Assistant Attorney General.
- (l) The agency may delegate its authority for conducting complaint investigations to other Federal agencies, except that the authority for making the final determination may not be delegated to another agency.

[51 FR 4576, Feb. 5, 1986, as amended at 51 FR 4576, Feb. 5, 1986]

# §§ 219.171-219.999 [Reserved]

# PART 221—ISRAEL LOAN GUAR-ANTEE STANDARD TERMS AND CONDITIONS

### **Subpart A—Definitions**

Sec.

221.01 Definitions.

# Subpart B—The Guarantee

- 221.11 The Guarantee.
- 221.12 Guarantee eligibility.
- 221.13 Non-impairment of the Guarantee.
- 221.14 Transferability of Guarantee; Note Register.
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# Subpart C—Procedure for Obtaining Compensation

- 221.21 Event of Default; Application for Compensation; payment.
- 221.22 No acceleration of Eligible Notes.
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# Subpart E—Administration

221.41 Arbitration.

221.42 Notice.

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APPENDIX A TO PART 221—APPLICATION FOR COMPENSATION

AUTHORITY: 22 U.S.C. 2186.

SOURCE: 58 FR 14148, Mar. 16, 1993, unless otherwise noted

### **Subpart A—Definitions**

#### §221.01 Definitions.

Wherever used in these standard terms and conditions:

- (a) *A.I.D.* means the United States Agency for International Development or its successor with respect to the guarantee authorities contained in title III, chapter 2 of part I of the Foreign Assistance Act of 1961, as amended (the "Act").
- (b) *Eligible Note(s)* means [a] Notes[s] meeting the eligibility criteria set out in §221.12 hereof.
- (c) *Noteholder* means the owner of an Eligible Note who is registered as such on the Note Register of Eligible Notes required to be maintained by the Fiscal Agent.
- (d) *Borrower* means the Government of Israel, on behalf of the State of Israel.
- (e) Defaulted payment means, as of any date,
- (1) In respect of any current coupon Eligible Note, any interest amount and/or principal amount not paid when due, and
- (2) In respect of any zero-coupon Eligible Note, any maturity amount not paid when due.
- (f) Further guaranteed payments means the amount of any loss suffered by a Noteholder by reason of the Borrower's failure to comply on a timely basis with any obligation it may have under an Eligible Note to indemnify and hold harmless a Noteholder from taxes or governmental charges or any expense arising out of taxes or any other governmental charges relating to the Eligible Note in the country of the Borrower.
- (g) Loss of investment respecting any Eligible Note means an amount in Dollars equal to the total of the: